

Remarks

**I. Claim Rejections - 35 U.S.C. §102**

Claims 1, 7-10, 51, and 55-57 were rejected under 35 U.S.C. 102(b) as being allegedly anticipated by the IBM Technical Disclosure [hereinafter IBM]. In response, applicants have amended base claims 1 and 51. Dependent claims 14, 20, 61 and 67 have also been amended. Claims 19 and 66 have been cancelled.

The claimed invention, represented by claims 1 and 51, is directed to a technique for providing information assistance, e.g., by searching databases for requested information. Information assistance calls are received from callers at, e.g., a call center, and information including, e.g., telephone numbers for desired destination parties, is obtained and provided to callers. During the course of one or more of the information assistance calls, an attempt is made to connect a caller to a desired destination party. The invention overcomes the prior art limitations by generating dynamic information in processing the information assistance calls to improve and/or supplement the traditional databases. Such dynamic information may result from analyzing the data associated with processing of the calls in accordance with the invention. For example, the dynamic information may include statistics as to the relative frequencies of accessing information concerning particular movies, which are indicative of the popularity of such movies. In addition, the statistics may be generated as a function of time, e.g., the time range within which the movie searches are conducted, and/or the geographic area, e.g., the area in which the inquired movie theaters are located. Such statistics may be frequently updated to provide timely information for responses to such inquiries as "What movies seem to be popular tonight;" "What restaurants do New Yorkers frequent these days;" etc. See page 5, line 16 *et seq.* of the specification.

IBM discloses a system for collecting and analyzing information concerning requests received by a web server. A web server logs all incoming requests in an access log (p. 1, lines 10-22). Each entry in the access log records the web server component

that was called, and parameters that were given to it. The access log is subsequently used to generate site usage statistics (p. 1, lines 17-18).

However, nowhere does IBM teach or suggest "connecting a communication call from [a] party to a communication device associated with the destination party based on [requested] connection information," as amended claims 1 and 51 now recite. At best, IBM mentions conducting a search through an Internet Yellow Pages web site (p. 1, lines 1-2); however, there is no teaching or suggestion whatsoever that a user may be connected to a desired destination party based on the results of the search. Accordingly, amended claim 1, together with its dependent claims (7-10), and amended claim 51, together with its dependent claims (55-57), are patentable over the cited art.

The Examiner also rejected claims 15-17, 19-21, 23-28, 62-64, 66-68, and 70-74 under 35 U.S.C. 102(b) as being allegedly anticipated by Hanson. In response, applicants have amended claims 15 and 62.

Claims 15 and 62 represent an aspect of the invention, where data is generated when assisted communication connections are established for a user through the information assistance service. In accordance with this aspect of the invention, based on the data a subset of the communication connections is tracked, e.g., the last X connections or the Y most popular connections made by the user, where X and Y are predetermined numbers. Information concerning the subset of the communication connections is provided to the user at a predetermined data location, e.g., a predetermined uniform resource locator (URL) on the Internet, which is accessible to the user. *See* page 25, line 13 *et seq.* of the specification.

Hanson discloses an IVR system that allows a caller to "short-cut" an automated menu and be connected directly to a party affiliated with the entity using the IVR system. When a call is received from a caller, the caller's ID is obtained, which may be, e.g., an ANI (col. 3, lines 10-25). The IVR system examines a database to determine the caller's history, and in particular, the caller's most recent menu selections (col. 4, lines 7-14) in

contacting a party affiliated with the entity using the IVR system. The most recent menu selection is presented to the caller as an option, allowing the caller to avoid having to navigate through multiple menu levels (col. 4, lines 17-27).

By contrast, nowhere does Hanson teach or suggest in response to the information assistance requests, “assisting [a] user to establish communication connections to third parties unaffiliated with the information assistance service,” as amended claims 15 and 62 now recite. *A fortiori*, Hanson fails to teach or suggest “providing the information concerning the subset of [such] communication connections at a predetermined data location accessible to the user.” Accordingly, amended claim 15, together with its dependent claims (16-17, 19-21, 23-28), and amended claim 62, together with its dependent claims (63-64, 66-68, and 70-74), are patentable over the cited art.

## **II. Claim Rejections - 35 U.S.C. §103**

### *Claims 14 and 61*

Claims 14 and 61 were rejected under 35 U.S.C. 103(a) as being allegedly unpatentable over IBM as applied to claims 1 and 51. In any event, claims 14 and 61 are patentable by virtue of their dependency from claims 1 and 51, which are patentable over IBM for the reasons set forth above.

### *Claims 2-6 and 52-54*

Claims 2-6 and 52-54 were rejected under 35 U.S.C. 103(a) as being allegedly unpatentable over IBM as applied to claims 1 and 51, and in further view of Boyle. This rejection is respectfully traversed.

Boyle discloses a system enabling the navigation of web pages via two-way interactive communication devices. For reasons set forth above, amended claims 1 and 51 are patentable over IBM because IBM fails to teach or suggest “connecting a communication call from [a] party to a communication device associated with the

destination party based on [requested] connection information,” as required by amended claims 1 and 51. Boyle also does not teach or suggest this feature. Therefore, Claims 2-6, which depend on amended claim 1, and claims 52-54, which depend on amended claim 51, are also patentable over the cited art.

*Claims 11-13 and 58-60*

Claims 11-13 and 58-60 were rejected under 35 U.S.C. 103(a) as being allegedly unpatentable over IBM as applied to claims 1, 8, and 10 or 51, 55, and 57, and in further view of Golding. This rejection is respectfully traversed.

Golding discloses a system for measuring the usefulness of an item in a collection of information (col. 2, lines 24-26).

For reasons set forth above, amended claims 1 and 51 are patentable over IBM because IBM fails to teach or suggest “connecting a communication call from [a] party to a communication device associated with the destination party based on [requested] connection information,” as required by amended claims 1 and 51. Golding also does not teach or suggest this feature. Therefore, claims 11-13, which depend on amended claim 1, and claims 58-60, which depend on amended claim 51, are also patentable over the cited art.

*Claims 18, 22, 65, and 69*

Claims 18, 22, 65, and 69 were rejected under 35 U.S.C. 103(a) as being allegedly unpatentable over Hanson as applied to claims 15, 20, 62, and 67. This rejection is respectfully traversed.

For reasons set forth above, amended claims 15 and 62 are patentable over Hanson because Hanson fails to teach or suggest, among others, “assisting [a] user to establish communication connections to third parties unaffiliated with the information assistance service,” as required by amended claims 15 and 62. Therefore, claims 18 and

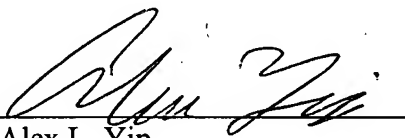
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22, which depend on amended claim 15, and claims 65 and 69, which depend on amended claim 62, are patentable over the cited art.

**III. Conclusion**

In view of the foregoing, each of claims 1-18, 20-28, 51-65 and 67-74, as amended, is believed to be in condition for allowance. Accordingly, reconsideration of these claims is requested and allowance of the application is earnestly solicited.

Respectfully,

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